

I. PURPOSE

To establish a method of facilitating communication between inmates and the Adult Detention Center Staff.

II. POLICY

It is the policy of the Fairfax County Sheriff's Office that:

- A. Inmates will be provided with information necessary to assist them during their confinement.
- B. Inmates may communicate with the staff in writing concerning problems and complaints.
- C. A standard form will be developed and provided to inmates to facilitate communication with the staff.
- D. Written inquiries and complaints from inmates will be responded to verbally or in writing as soon as practicable.

III. PROCEDURE

- A. Written communication: The Inmate Request Form is the standard form for inmates to use in requesting assistance or addressing minor problems and complaints to the attention of the staff. Housing unit deputies manage the majority of inmate requests themselves or make referrals or contacts as necessary. Communication with a housing unit deputy generally does not require a written request. If the housing unit deputy is unable to resolve a legitimate request or concern, that deputy will call the appropriate section or supervisor for direction or referral.
 - 1. The Classification Section is responsible for revising the Inmate Request Form as necessary.
 - 2. Supplies of the Inmate Request Form shall be maintained on security posts and distributed to inmates upon request by post deputies.
 - 3. A resupply of the Inmate Request Form may be obtained from the Material Management Section.
- B. Action.
 - 1. Inmates are to turn in completed inmate request forms to the Housing Unit Deputy. The Housing Unit Deputy will review the request form and take measures to resolve the issue presented by the inmate. If the deputy is not able to resolve the matter, the request form is to be referred to their appropriate supervisor. Any issue that pertains to a section outside of the Confinement Branch should be forwarded via staff mailboxes to the supervisor of the appropriate section for action.
 - 2. Requests for the Health Care Services are to be delivered directly from the inmate to the Medical Section as outlined in [SOP 401 Access to Health Care Services](#).
 - 3. Any staff member who resolves an inmate request form issue will print their name, date and notation of actions taken that resolved the matter. This information should be completed on the reverse of the inmate request form and then forwarded for filing in the inmate's Classification File.
- C. Inmates who choose to disregard proper procedure and write directly to the Sheriff or a Chief Deputy Sheriff will be handled as follows:

1. The Commander, Confinement Division will assign the matter to the Branch Chief who has responsibility for the area being complained about.
 2. The Branch Chief will decide, based on the nature and importance of the complaint, whether to handle it him/herself or delegate it. Either way, the complaint will be discussed with the inmate.
 3. After the complaint has been handled, the action taken will be recorded either on the complaint itself, or on a memorandum attached to the complaint, dated, signed, sent to the Classification Section and filed in the inmate's classification file.
- D. Direct supervision interaction between staff and inmates.
1. All sworn and approved civilian and volunteer staff should be cognizant that the housing unit deputy has primary responsibility for operating the unit. It should be recognized that other staff who enter the housing unit are doing so according to their assignment and duties.
 2. All sworn and approved civilian and volunteer staff who wishes to enter a housing unit must call the housing unit deputy prior to attempting to enter the housing unit to request access and state the nature of business. The call is intended to establish that there is no other activity being conducted within the housing unit that would be disrupted.
 3. If the housing unit deputy is occupied with other duties, s/he must provide a time for the visitor to reschedule the visit. Every reasonable effort is made to reschedule within the hour. This does not apply in emergency situations.
 4. Volunteers who enter housing units must remain on the lower level, in the dayroom, unless otherwise instructed by the housing unit deputy.
 5. Staff and inmates will address one another in a respectful manner.
 6. During their tour of duty, deputies assigned to posts other than control booth posts rove throughout their areas of responsibility and observe and interact with inmates on a continuous basis. Inmates are forbidden to supervise, or in any way exercise control over any other person.
 7. The housing unit control desk must be secured when unattended by staff.
 8. An orientation to direct supervision, unit rules and regulations are posted in each housing unit.
 9. General information and announcements affecting the inmate population are posted in each housing unit.



**STACEY A. KINCAID
SHERIFF**

**01/01/00
DATE APPROVED**

**03/10/99
EFFECTIVE DATE**

Revised: October 2002, June 2013